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CONFIRMATION NO. 6431

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<b>APPLICANTS</b> Anil K. Annadata, Milpitas, CA; Wai H. Pak, Hercules, CA; Mingtse Chen, Fremont, CA; Henry D. Jay, San Mateo, CA;				
<b>** CONTINUING DATA *****</b> None @HN				
<b>** FOREIGN APPLICATIONS *****</b> None @HN				
<b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED</b> ** 05/11/2001				
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance Verified and Acknowledged <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance Examiner's Signature <u>HN</u> Initials <u>HN</u>		<b>STATE OR COUNTRY</b> CA	<b>SHEETS DRAWING</b> 41	<b>TOTAL CLAIMS</b> 32
				<b>INDEPENDENT CLAIMS</b> 3
<b>ADDRESS</b> SKJERVEN MORRILL MACPHERSON LLP Suite 700 25 Metro Drive San Jose, CA 95110				
<b>TITLE</b> System and method for maintaining real-time agent information for multi-channel communication queuing				
<b>FILING FEE RECEIVED</b> 1056	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	